



# Customer Service Charter

## Our Vision

To be a community with choice.

## Purpose

The primary objective of a Council is to endeavour to achieve the best outcomes for the local community having regard to the long term and cumulative effects of decisions.

(sec. 3C (1) Local Government Act 1989)

## Values

Three behaviours that support our Vision are being Accountable, Progressive and Respectful.

- Accountable
  - Responsible for our actions and results and do what we say we will.
  - Act with integrity – deal with all people honestly, ethically and transparently.
- Progressive
  - Strive for constant improvement
  - Find new and creative ways; focus on the future
- Respectful
  - Listen actively and consider other viewpoints
  - Embrace and respect diversity and inclusion

## Our Service Commitment

Central Goldfields Shire Council is committed to providing responsive and consistent services to all members of the community.

We have developed this Customer Service Charter to document our commitment and to help us meet the differing needs of our wide range of customers including citizens, visitors, community groups, Councillors and Council employees.

## Our Service Values

- To treat our customers with courtesy and respect.
- To understand our customer's needs.
- To act on commitments as quickly as possible.
- To evaluate our service, by asking our customers for feedback.
- To value our customer's privacy.

## Our Service Approach

We will;

- Be approachable and professional;
- Follow up on service commitments that we make to our customers;
- Be punctual for meetings and appointments;
- Respond quickly and efficiently to requests for services;
- Try to provide an alternative and follow through on possible avenues for helping if we are unable to comply with a request;
- Listen to our customer's opinions and suggestions.

## **Our Service Standards**

### **1. Answering the Telephone**

We aim to answer calls promptly and transfer calls to the relevant officer. If that person is unavailable, you will be given the opportunity to leave a message or have that person call you.

All staff answering the main switchboard will state the Council's name and their name.

If the service you are seeking is not provided by Council we will endeavour to direct you to the correct service provider.

### **2. In Person**

We will ensure that the reception counter is staffed during business hours and, if possible, that staff are available to answer enquiries in departmental areas. We can ensure staff will be available if you assist us by making an appointment in advance.

### **3. Written contact with Council**

All written correspondence to Council, including emails, should be marked to the attention of the Chief Executive Officer.

We will respond to your written correspondence within ten working days. If your request is more complex and requires greater attention, we will contact you and explain the reason for any delay and, where possible, tell you when a response will be available. If prolonged investigations are needed, we will keep you informed on the progress.

All reply correspondence will have a name and contact phone number for your reference.

### **4. Visits by Council Staff**

Any Council staff visiting your home, business or property, will have an official identity card. If you have any doubt about the authority of a particular officer, you should contact the Council Office for confirmation.

If you require a member of staff to visit your home, business or property, please contact the Council Office to arrange a time and location.

## **Keeping Us Informed**

### **1. Community Feedback**

We want to know how you perceive our service. We aim to make it easy to express your comments on how to improve the service we provide, or any concerns you have. When a particular service we provide is working well, and you are satisfied with it, we would like to know so we can share this good practice for the benefit of others.

You can let us have your views in many ways; you can visit the Council office, telephone, email, fax or write a letter.

### **2. Complaints Procedure**

Our aim is to provide you with the best possible service, however, we recognise that from time to time things do go wrong, or there maybe aspects of Council's services that you are unhappy with. When problems arise, we would like you to bring it to our attention so we can deal with your complaint quickly and courteously. If you have a complaint you would like action taken on, you can put it in writing and address your letter to the Chief Executive Officer. You can also directly visit or call the Council Office and lodge your complaint.

Your complaint or request for services will be forwarded to an appropriate officer for action. Please ensure you leave contact details when making a complaint, so Council can follow up if necessary. If you would like to follow up on a registered complaint, please contact the Council Office.

If the action taken is not to your satisfaction, you can ask for a review of the complaint by telephoning the Council Office or by writing a letter addressed to the Chief Executive Officer.

### **Help us to help you**

There are some things you can do that will assist us in better handling your enquiry or request;

- Supply us with complete and relevant information;
- Provide information within the agreed timeframes;
- Treat our staff courteously and with respect;
- Respect the rights of other customers;
- Make an appointment to see us so we can arrange the best possible time;
- Understand that sometimes, because of our legislative and statutory responsibilities, the Council will be unable to comply with your request.

### **Contacting the Council**

#### **In Person**

The office is open between 8:30am and 5.00pm Monday to Friday (excluding public holidays) and is located at 12 Nolan Street Maryborough.

#### **By phone**

03 5461 0610

#### **By email**

mail@cgoldshire.vic.gov.au

#### **By fax**

03 5461 0666

#### **By letter**

The Chief Executive Officer  
PO Box 194  
MARYBOROUGH VIC 3465

#### **Website**

www.centralgoldfields.vic.gov.au

#### **After Hours Emergencies**

Local Laws      0407 508 448

Depot             0419 005 577